

IMPORTANT CARPET CARE INFORMATION & MAINTENANCE

***** PLEASE READ BEFORE PURCHASING CARPET *****

Important things you should know about carpet:

- **Dye lot:** Because of dye lot variations, the carpet you have purchased may vary in appearance from the sample you have viewed. **Viewing carpet before it is installed is highly recommended.**
- **Seaming: Seams are NOT invisible.** Most seams can be found just by looking for them. The more even the colour surface and the tighter the carpet density, the harder seams are to hide. Pin-dot carpets (Festive Mood), tight small pattern berbers (Petite Point), and checkerboard patterns (Mozambique) all are very difficult to seam due to their nature. If you want virtually invisible seams choose lower density plush carpet with higher pile heights (Soft Touch). **Seam placement** can be a crucial part as to how a seam is going to look. If important to you, **it is your responsibility to discuss this with your sales person before your product is ordered** to ensure we order the correct amount of material and the installer cuts material correctly for accurate placement of seams.
- **Carpet Grain:** Carpet can appear different (lighter/darker) depending on which way carpet is run.
- **Carpet Construction: Staple yarns** naturally shed and fuzz (some more than others). **BCF yarn systems** do not shed, ask your salesperson if this is of concern. **Sparser/lower pile carpets do not tailor/install on stairs well.**
- **Carpet Crush / Pressure Marks:** Please note that upon initial install carpets normally exhibit pressure marks from the weight of the roll; this is considered normal and these will gradually disappear as carpet is exposed to air (humidity/moisture), traffic, vacuuming, etc.
- **Tracking:** No carpet is “trackless”. Some carpets track less than others. Generally speaking, commercial berber carpets track the least, straight saxonomies the most. If tracking concerns you, ask your salesperson about your choices.
- **Pattern Carpets:** Very popular although common problems are bowing, more obvious seams and extra waste, especially in very large rooms. Many plain looking carpets have a pattern, even though visually you do not see a pattern. If this is of concern to you, **it is your responsibility** to discuss this with your sales person **before** your product is ordered. Deerfoot Carpet is not responsible for bowing and more obvious seams in patterns carpets that become apparent after your installation.
- **Fibre Generalization:**
 - For resistance to soiling, nylon is the best;
 - For resistance to matting/crushing, nylon is best;
 - For resistance to staining (residential), polypropylene is best, polyester is better;
 - For resistance to staining (commercial), solution dyed nylon is best;
 - Olefin/polypropylene carpets naturally get darker over time, lighter colors show this more;
 - Ask your salesperson what type of fibre you have, and its properties and characteristics.
- **Carpet Styles:** All carpets start off as looped –
 - **Cut piles** have their loops sheered off;
 - **Cut & loops** have part of their loops sheared;
 - **Berbers** are left completely looped, **although constructed to resist pulling, looped carpets** when given the right circumstances (pets, furniture, kids, beater bars, etc.) **can and will pull**. If addressed immediately most pulls can be repaired. Loops snagging and pulling happen in a low percentage of berber installations (under 5%); if this concerns you, you may want to consider using a cut pile or cut & loop pile instead.

Wear

Residential carpets are engineered for regular wearing situations. Factors such as density, fibre type and construction influence how well your carpet will wear. Your individual lifestyle, type of usage and maintenance will also determine how well your carpet will hold up. **Please inform your sales person to what type of conditions you believe your household will have.** Include information such as expectations of extra heavy traffic, wheelchair use and exposure to other conditions that could adversely effect how your carpet will wear eg. soiling, staining, pets, etc. Deerfoot Carpet will not be held responsible for the effect that these conditions may have on your carpet.

(PLEASE SEE OVER)

Preventative Maintenance

- Use walk-off mats at all entrances to absorb moisture and soil. Clean mats regularly.
- Use a high quality padding under your carpet, particularly on stairs.
- Use coasters and floor protectors under tables, chairs, etc., to distribute the weight of these objects. Do not use chairs and appliances with rollers and coasters on carpet without a chair pad or similar device. Not using chair pads will lead to rapid wear of the carpet.
- When moving heavy wheeled furniture (pianos, pool tables), prevent damage by placing heavy cardboard or plywood between the wheels and the carpet.
- Protect your carpet from prolonged periods of direct sunlight with blinds, shades, or awnings.

Regular Vacuuming

- **Never use “power head” or ‘beater bar’ feature on ‘looped’ carpet (often called berber) as this can lead to runs in your carpet.**
- Vacuum thoroughly and frequently, particularly in high traffic areas, to remove dry soil. As particles of dry soil work down into the pile, they are more difficult to remove and can scratch the fibres leading to premature wear of the carpet. High traffic areas might need to be vacuumed daily. The whole house should be vacuumed once per week. Change the vacuuming direction occasionally to help stand the pile upright and prevent matting.

General Instructions for Removal of Spots and Spills

- Remove as much of food spills as possible by scraping gently with a spoon or dull knife.
- Absorb wet spills as quickly as possible by blotting repeatedly with white paper or cloth towels.
- Always blot; never rub or scrub abrasively, as fuzzing may occur. When blotting, work from the outer edge in toward the center of the spot to avoid spreading the spill.
- Always follow up with water to remove detergent residue that may become sticky and cause rapid re-soiling.
- Draw out any moisture by placing several layers of white towels over the spot and weighing them down with a heavy object that will not transfer color.

For specific cleaning instructions and the removal of spots and spills please consult the recommended cleaning guide specified by the manufacturer of your carpet.

Periodic Professional Care

Even though vacuuming can remove most of the dry soil, it is also necessary to clean your carpet on a regular basis to remove the more oily or sticky soil that builds up in the pile. When cleaned regularly, it is much easier to remove this material. The carpet in a typical household should be cleaned every 12 to 18 months depending upon the number and age of the residents and the presence of pets.

A proper cleaning system will clean the carpet without leaving detergent residue. Manufacturers recommend regular hot water extraction system or steam cleaning. A professional cleaner will have a more powerful extraction unit than what you generally can rent. If you choose to clean your own carpet, avoid the most common problems that are over-wetting and use of excessive detergent. Over-wetting of carpet can lead to permanent damage to your carpet and also create the need for a re-stretch to correct wrinkles and bubbles in your carpet. Your carpet should be dry in 6 to 12 hours. Too much detergent can be difficult to remove and any residual detergent will collect soil more quickly. **Deerfoot Carpet is not responsible for re-stretching your carpet due to over-wetting and/or the use of excessive detergent;** this will not be covered by Deerfoot Carpet's limited lifetime warranty on your carpet installation and the re-stretch will be a chargeable service item.